

ABSTRACT

Programs and methods involve structuring categories coherently such that a single categorization scheme may be used to perform multiple business process steps. A method of responding to a received message includes analyzing content of a received message to select which of a plurality of predefined categories relates to the received message. Each predefined category has response information linked to it. If a first of a number of predefined computer-executable response modules is executed, then the first module executes using at least a first part of the response information linked to the selected category. If a second of the number of predefined computer-executable response modules is executed, then the second module executes using at least a second part of the response information linked to the selected category.